

**VA**



U.S. Department  
of Veterans Affairs

# News Release

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## VA resumes in-person benefits services halted by the COVID-19 response

**WASHINGTON** — The U.S Department of Veterans Affairs (VA) announced today the reestablishment of in-person benefits services in select locations throughout the country.

Currently, there are 11 regional offices (RO) open to the public and more are expected to reopen in the coming weeks as reopening phases will vary by RO and local conditions.

"During the last few months, VA regional offices continued performing our essential mission virtually — to provide benefits to Veterans and eligible family members," said VA Secretary Robert Wilkie. "We have robust safety measures in place that will allow us to resume in-person services while protecting the health and safety of Veterans, their families and our team members who serve them."

ROs will continue adherence to [Centers for Disease Control and Prevention](#) guidelines which includes the use of social distancing, face coverings, hand sanitizer and asking sick individuals to stay at home.

Veterans can continue to interact with the Veterans Benefits Administration (VBA) virtually for accessing benefits information [online](#) or when [filing a claim online](#). For claim-specific questions call 1-800-827-1000. To check the availability of an RO near you, visit [VA benefits offices](#).

VBA's return to normal, pre-COVID-19 public-facing operations align with White House guidelines for re-opening. Read more about our [response](#) to COVID-19.

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